

First Hit Fwd Refs



Generate Collection

L2: Entry 5 of 15

File: USPT

Nov 12, 2002

DOCUMENT-IDENTIFIER: US 6480599 B1

TITLE: Telecommunications system and method for automatic call recognition and distribution

Brief Summary Text (13):

The call processing center preferably includes, or is in communication with, at least one customer information database, associated with a service provider, containing information about customers of the service provider, and the call processing center is arranged to retrieve information about a customer from the customer information database, e.g. for display on a visual display unit at a workstation of a call handling agent of said service provider, prior to or simultaneously with the call processing center forwarding the telephone call to said agent.

[First Hit](#) [Fwd Refs](#)

Generate Collection

Print

L9: Entry 4 of 19

File: USPT

May 6, 2003

US-PAT-NO: 6560604

DOCUMENT-IDENTIFIER: US 6560604 B1

**** See image for Certificate of Correction ****

TITLE: System, method, and apparatus for automatically and dynamically updating options, features, and/or services available to a client device

DATE-ISSUED: May 6, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Fascenda; Anthony C.	Rockville	MD		

US-CL-CURRENT: 707/10; 707/100, 707/103R, 707/104.1, 709/221

ABSTRACT:

A system, method, and apparatus for automatically and dynamically updating options, features, and/or services available to a client device operating in a client-server environment. The client device includes a client template database for storing templates defining a configuration of the client device. This configuration determines the options, features, and/or services available to a client device and the user of the client device. A server includes a server template database for storing the most current or latest versions of the templates used to configure the client device. When a user enters a user request at the client device, the client device transmits an associated information request to the server. The information request includes a client template identifier associated with the information request and a client template version identifier. The server receives the information request and compares the client template version identifier to a version identifier for a corresponding template in the server template database, to determine if the client device has the latest version of the template. If it does not, then the server transmits an information response message to the client, including a template update.

34 Claims, 25 Drawing figures

Exemplary Claim Number: 1

Number of Drawing Sheets: 20

First Hit Fwd Refs

Generate Collection

L2: Entry 4 of 15

File: USPT

Apr 29, 2003

US-PAT-NO: 6557003

DOCUMENT-IDENTIFIER: US 6557003 B1

TITLE: Method and apparatus for multiple agent commitment tracking and notification

DATE-ISSUED: April 29, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Powers; James Karl	Carlsbad	CA		

US-CL-CURRENT: 707/102; 715/501.1

ABSTRACT:

A system for tracking client contacts for a host organization utilizes a multimedia database and a user interface at a connected computer device. The database stores client communications as full content, and relates contacts by issue, and the user interface displays client contact communications as objects, such as icons, in issue related chronological strings. In a preferred embodiment the interface also provides an input facility for a host agent to select appropriate responses to client communications, to make commitments for response, to assign responsibility for commitments, and to notify personnel effected by entered commitments in various ways, such as reminders. Other notifications include fulfilled and unfulfilled commitments.

26 Claims, 3 Drawing figures

Exemplary Claim Number: 1

Number of Drawing Sheets: 3

First Hit Fwd Refs



Generate Collection

L2: Entry 8 of 15

File: USPT

Jul 10, 2001

DOCUMENT-IDENTIFIER: US 6259774 B1

TITLE: Apparatus and methods for coordinating telephone and data communications

Detailed Description Text (11):

When the user in customer site 104 is reviewing information on browser 116 or is about to place an order, the user may request the attention of a service agent in service assistance center 140. For example, the user may want to ask additional information or provide confidential information (such as a credit card number) orally to the service agent. It is desirable for the service agent to display on his/her computer 146 the same web page displayed on browser 116 while interaction with the user through telephone. It is also desirable for the service agent to obtain as much information about customer site 104 as possible prior to commencing telephone communication with the user.

First Hit Fwd Refs

Generate Collection

L5: Entry 11 of 24

File: USPT

Mar 12, 2002

DOCUMENT-IDENTIFIER: US 6356633 B1

TITLE: Electronic mail message processing and routing for call center response to same

Detailed Description Text (41):

Accordingly, because e-mail messages may now be handled as though they were calls that may be handled by a call center, call center systems can be used to provide statistics and reports related to call volume and activity may be generated based upon e-mail messages received at a call center. Accordingly, management reports may be generated based upon e-mail messages received at the call center and which are responded to by the same. Such reports may include agent-tracking statistics, time upon an agent system, and other such statistics based reports which are well known in the call center industry. For example, reports may be generated related to the average time between e-mail message receipt and response, average message handling time for each subject category, average message handling time per agent within a call center, number of messages exceeding defined handling times, agent availability statistics, number of messages in each incoming mailbox, average handling time for each incoming mailbox, and additional reports to be defined by users prior to system development and deployment in accordance with the present invention.

First Hit

Generate Collection

L6: Entry 12 of 20

File: PGPB

Nov 14, 2002

DOCUMENT-IDENTIFIER: US 20020169834 A1

TITLE: Apparatus and methods for routing electronic mail in a processing center

Detail Description Paragraph:

[0081] When the user in customer site 104 is reviewing information on browser 1116 or is about to place an order, the user may request the attention of a service agent in service assistance center 1140. For example, the user may want to ask additional information or provide confidential information (such as a credit card number) orally to the service agent. It is desirable for the service agent to display on his/her computer 1146 the same web page displayed on browser 1116 while interaction with the user through telephone. It is also desirable for the service agent to obtain as much information about customer site 1104 as possible prior to commencing telephone communication with the user.

Freeform Search

Database:	US Pre-Grant Publication Full-Text Database
	US Patents Full-Text Database
	US OCR Full-Text Database
	EPO Abstracts Database
	JPO Abstracts Database
	Derwent World Patents Index
	IBM Technical Disclosure Bulletins

Term:	<input type="text"/>	<input type="button" value="↑"/>	<input type="button" value="↓"/>
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Display:	<input type="text" value="10"/>	Documents in Display Format:	<input type="text" value="TI"/>	Starting with Number	<input type="text" value="12"/>
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Generate: ☐ Hit List ☒ Hit Count ☐ Side by Side ☐ Image

Search

Clear

Interrupt

Search History

DATE: Monday, May 10, 2004 [Printable Copy](#) [Create Case](#)



<u>Set</u> <u>Name</u>	<u>Query</u>	<u>Hit</u> <u>Count</u>	<u>Set</u> <u>Name</u> result set
side by side			
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	DB=USPT; PLUR=YES; OP=OR		
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<u>L4</u>	l3 not l2	16	<u>L4</u>
<u>L3</u>	(obtain\$4 or retriev\$4 or inquir\$5 or request\$4 or generat\$4 or regenerat\$6) same prior with (correspondance or communication) with (user or subscriber or customer) same (agent or representative)	31	<u>L3</u>
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<u>L1</u>	((obtain\$4 or retriev\$4 or inquir\$5 or request\$4 or generat\$4 or regenerat\$6) same (duplicate or copy or template) same(message or e\$mail or	6	<u>L1</u>

correspondance or electronic mail) same(archived or saved or stored) same
customer same (agent or representative))

END OF SEARCH HISTORY

Freeform Search

Database:	US Pre-Grant Publication Full-Text Database
	US Patents Full-Text Database
	US OCR Full-Text Database
	EPO Abstracts Database
	JPO Abstracts Database
	Derwent World Patents Index
	IBM Technical Disclosure Bulletins

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Generate: ☐ Hit List ☒ Hit Count ☐ Side by Side ☐ Image

Search

Clear

Interrupt

Search History

DATE: Monday, May 10, 2004 [Printable Copy](#) [Create Case](#)

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<u>L16</u>	(obtain\$4 or retriev\$4 or inquir\$5 or request\$4 or generat\$4 or regenerat\$6) with(duplicate or copy or template) same previousl\$6 adj (transmit\$6 or responded or sent or send)adj5 (message or e\$mail or correspondance or electronic mail)	8	<u>L16</u>
<u>L15</u>	(obtain\$4 or retriev\$4 or inquir\$5 or request\$4 or generat\$4 or regenerat\$6) near5 (duplicate or copy or template) same previousl\$6 adj (transmit\$6 or responded or sent or send)adj5 (message or e\$mail or correspondance or electronic mail)	8	<u>L15</u>
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<u>L12</u>	L11 and l10	4	<u>L12</u>

<u>L10</u>	L9 and l8	58	<u>L10</u>
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<u>L7</u>	<i>DB=PGPB; PLUR=YES; OP=OR</i>	10	<u>L7</u>
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<u>L4</u>	(transmit\$4 or responded or sent or send) adj5(customer or client or user or first user or subscriber) <i>DB=USPT; PLUR=YES; OP=OR</i>	39	<u>L4</u>
<u>L3</u>	(agent or representative or second user) same(retriev\$4 or obtain\$4 or inquir\$5 or request\$4)with(previous\$4 or past or first or earlier or duplicate or copy or template) with (message or e\$mail or correspondance or electronic mail) with (transmit\$4 or responded or sent or send) adj5(customer or client or user or first user or subscriber)	15	<u>L3</u>
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END OF SEARCH HISTORY

WEST Search History

DATE: Monday, May 10, 2004

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<input type="checkbox"/>	L16	(obtain\$4 or retriev\$4 or inquir\$5 or request\$4 or generat\$4 or regenerat\$6) with (duplicate or copy or template) same previousl\$6 adj (transmit\$6 or responded or sent or send)adj5 (message or e\$mail or correspondance or electronic mail)	8
<input type="checkbox"/>	L15	(obtain\$4 or retriev\$4 or inquir\$5 or request\$4 or generat\$4 or regenerat\$6) near5 (duplicate or copy or template) same previousl\$6 adj (transmit\$6 or responded or sent or send)adj5 (message or e\$mail or correspondance or electronic mail)	8
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<input type="checkbox"/>	L12	L11 and l10	4
<input type="checkbox"/>	L11	709/206.ccls.	891
<input type="checkbox"/>	L10	L9 and l8	58
<input type="checkbox"/>	L9	707/\$.ccls.	12805
<input type="checkbox"/>	L8	(retriev\$4 or obtain\$4 or inquir\$5 or request\$4)same(duplicate or copy or template) same (message or e\$mail or correspondance or electronic mail) same (transmit\$4 or responded or sent or send) adj5(customer or client or user or first user or subscriber)	263

<input type="checkbox"/>	L7	(agent or representative or second user) same(retriev\$4 or obtain\$4 or inquir\$5 or request\$4)same(duplicate or copy or template) same (message or e\$mail or correspondance or electronic mail) same(transmit\$4 or responded or sent or send) adj5(customer or client or user or first user or subscriber)	10
		<i>DB=PGPB; PLUR=YES; OP=OR</i>	
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<input type="checkbox"/>	L5	707/\$.cccls.	7329
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		<i>DB=USPT; PLUR=YES; OP=OR</i>	
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END OF SEARCH HISTORY

WEST Search History

DATE: Monday, May 10, 2004

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<input type="checkbox"/>	L20	(obtain\$4 or retriev\$4 or inquir\$5 or request\$4 or generat\$4 or regenerat\$6)same (duplicate or copy or template) same(message or e\$mail or correspondance or electronic mail) same(archived or saved or stored) same customer	62
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<input type="checkbox"/>	L18	(obtain\$4 or retriev\$4 or inquir\$5 or request\$4 or generat\$4 or regenerat\$6) with (duplicate or copy or template) same (archived or saved)adj5 (message or e\$mail or correspondance or electronic mail) same customer	0
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<input type="checkbox"/>	L12	L11 and l10	4
<input type="checkbox"/>	L11	709/206.ccls.	891
<input type="checkbox"/>	L10	L9 and l8	58
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<input type="checkbox"/>	L8	(retriev\$4 or obtain\$4 or inquir\$5 or request\$4)same(duplicate or copy or template) same (message or e\$mail or correspondance or electronic mail) same (transmit\$4 or responded or sent or send) adj5(customer or client or user or first user or subscriber)	263

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DB=PGPB; PLUR=YES; OP=OR
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- ☐ L2 ((agent or representative or second user) same(retriev\$4 or obtain\$4 or inquir\$5 or request\$4)with(previous\$4 or past or first or earlier) near5(message or e\$mail or correspondance or electronic mail)(transmit\$4 or responded or sent or send) adj5(customer or client or user or first user or subscriber)) 0
- ☐ L1 ((agent or representative or second user) with(retriev\$4 or obtain\$4 or inquir\$5 or request\$4)with(previous\$4 or past or first or earlier) near5(transmit\$4 or responded or sent or send) adj5(customer or client or user or first user or subscriber)) 16

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